Working Within Levels of Government
Raising the Bar for Homeless Services: Improving Quality of Care Through Expanding Collaboration

California

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VA

Supportive Services for Veteran Families

Grant & Per Diem (GPD)

Health Care for Homeless Veterans

Quality Assurance Practices

Performance Improvement & Policy Change

Ongoing Training & Education
Improving Quality of Care

- **Contracting Mechanisms**
  - Statement of Work
  - Quality Assurance
  - Surveillance Plans
  - Corrective Actions
  - Veterans Rights
  - Non-Discrimination

- **Data Driven Change**
  - Regular, ongoing use of data with staff and partners to set targets and inform change

- **Quarterly Education**
  - Performance Goals
  - Best Practices
  - Housing First
  - Harm Reduction
  - Clinical Care
  - Resources

- **Community Partnership**
  - Supportive Services for Veteran Families
  - Local CoC’s
  - Other Community Partners

Regular, ongoing use of data with staff and partners to set targets and inform change.
Minnesota

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Registry + Regional Strategies = Acceleration

**Inputs**
- Evidence-based interventions
  - Housing First
  - Perm. Supportive Housing
  - Rapid rehousing
- Reliable identification
  - Proven questions to identify Veterans and VHA-eligibility
- Existing body of knowledge
  - Triennial homelessness survey (Wilder)
  - PIT data
  - VA HOMES data
- Resources
  - Income supports
  - Housing and service options for VHA-eligible Veterans (HUD-VASH, SSVF, GPD, etc.)
  - Known approaches for reaching other Veterans (CoC and PHA resources)

**Interventions**

**Identification**
- Veterans needing housing solutions are identified across access points using reliable questions about Veteran status, and invited to sign a Registry Release of Information.
  - Street outreach
  - County VSOs
  - School liaisons
  - Food shelves
  - VA outreach and intake
  - Drop-in centers
  - Shelter intake processes
  - Standdowns
  - In-reach efforts

Where available, Veterans participate in Coordinated Assessment to assess need and appropriate intervention(s).

Veterans needing housing interventions who sign the Release of Information are added to a centrally-managed Veteran Registry containing limited personally-identifying information:
- Name and how to contact
- Date of Birth & last four digits of SSN
- Assessment of needed intervention
- Duration & episodes of homelessness
- Disability
- Income
- Current provider(s) and housing status

**Regional efforts**
- Regional teams representing access points and available service and housing resources manage and update Veteran Registry for their region, including:
  - Assigning service responsibility for unassigned Veterans
  - Monitoring progress of assigned Veterans into housing
  - Identifying Veterans who may have resolved their homelessness without intervention
  - Troubleshooting / collaborating

On a regional basis, leadership of involved partners implement region-specific strategies (e.g., rapid exit from shelter, increasing throughput of transitional housing to permanent housing outcomes) necessary to triple existing rate of housing outcomes.

Promotion of Veteran identification across mainstream systems and increasing access to mainstream housing resources by, e.g., establishing preferences among PHAs, building assessment of Veteran and housing status into intake processes, etc.

**Outcomes**

**Veteran outcomes**
- Effective homelessness prevention for Veterans at risk of experiencing homelessness
- Stable housing
- Improved health care utilization
- Improved employment
- Permanently housed Veterans experiencing homelessness & their families
- Increased family stability
- Better educational outcomes for children and youth

**Statewide efforts**

Hosting & maintenance of Veteran Registry

Common dashboard of progress toward goal supports routine engagement of leaders

**Community outcomes**

Demonstrable impact on emergency, crisis, shelter, public safety, and institutional services from reduced Veterans experiencing homelessness.

Improved sense of community

Ending Veteran homelessness impacts momentum, confidence, and proven approaches into efforts to end homelessness for all populations.

Successful achieving leadership goal inspires additional leadership commitments to end homelessness.
Identifying and Housing Veterans on the Minnesota Homeless Veteran Registry
Michigan

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Partnerships

- Local Continuums of Care
- Michigan Interagency Council on Homelessness
- Michigan Veterans Affairs Agency
- SOAR initiative
- Collaboration with private agencies around the state, Veterans Benefits Administration, 5 VA Medical Centers across Michigan, Veterans Cemetery Administration, universities, dental and legal services providers
- MichiganWorks!, Michigan Rehabilitation Services, & Workforce Development Agency
- Federally Qualified Health Care Centers and Community Mental Health Agencies

Federal
- VAMCs
- VBA
- Cemeteries

State
- MVAA
- Legislature
- State Agencies
- Housing Authority

Local
- SSVF
- HUD-VASH
- HVRP
- County Service Offices
- Mainstream services
Veteran Community Action Teams (VCAT)

Four Pillar Focus

Education, Health Care, Employment, Quality of Life

Map of Michigan showing regions and names of Prosperity Alliances and Regions.
Michigan Partnerships at Work

- Detroit Tent City Initiative
- Statewide Effort to Honor Deceased Veterans & Their Families
- Michigan Interagency Council on Homelessness